

New Accidental Damage Pricing

The MLTI depot is modifying the tiered pricing model for accidental damage and is changing to a charge per part basis. We feel this change will benefit schools and students by helping keep costs and overhead down and will help to streamline the entire Accidental Damage process while pushing the savings down to schools.

An example of price differences can be seen below:

Old Pricing:

LCD replacement only, over and above any other required items. - \$375.00

New Pricing:

661-5069 - LCD Panel, 13.3 in Price: \$296.89

You will see some changes in the emails you receive for out of warranty systems. In the new quote emails, each part that has been deemed Out of Warranty will be listed with a cost for that specific part. At the bottom of the quote you will also see our labor rate and a total repair cost.

Example Quote:

Subject: Quote For Serial Number: xxxxxxxxxxxx/xxxxxx

On dispatch xxxxxx, it was determined that the following part(s) would be required to repair the unit with a serial number of xxxxxxxxxxxx. These items cannot be repaired under warranty:

661-5069 - LCD Panel, 13.3 in Price: \$214.90

Shipping Cost - \$6.99

OOW Labor Rate - Price: \$75.00

The total repair cost including labor and associated fees are \$296.89.

Please reply to this email with authorization if you would like to proceed with the repair.

Other standard processes remain the same. Send your system into the depot and they will quote it. Once you receive the quote, you still have the same three options:

- 1) Approve the repair by replying to the quote email with a billable PO number.
- 2) Submit a buffer request for a new replacement system via the asset manager.
- 3) Reject the repair quote and request the system be returned to the school without repair.

The repair cost of any system quoted prior to these changes will be honored though new pricing is not retroactive. If you have a system quoted you want to approve, just reply as you always have to the original quote email with your PO. Any asset being quoted as of **Friday, March 18, 2011** will fall under the new pricing scheme.